

IDOLS General Question and Answers

How to set up an account:

<http://www.dbhds.virginia.gov/ODS-UsefullInformation.htm#DELTA>

First step: Read the DELTA – IDOLS Explanatory document and the 3 DELTA quick reference cards. They explain the process to register for DELTA and the various roles that will need to be assigned.

Second step: The agency head completes the attached DELTA-Account Request Form and e-mails it to deltaprod@dbhds.virginia.gov. This is also the e-mail address that can be used to ask questions about the account request process. There are two versions of the form located on our website. Please see the attachment or use the website.

Third step: When you receive an e-mail notification about your completed registration your Security Officer and Supervisor will complete the necessary forms to assign the other roles which is explained, in detail, in the attached documents.

Fourth step: Read the attached IDOLS Service Authorization Manual. This manual contains all the information needed to complete service authorization requests (ISARs) in IDOLS.

Fifth step: View the YouTube videos: <http://www.youtube.com/user/ODSVA>

Q & A:

1. Is there a letter/memo from DMAS stating that service authorizations will be stored in IDOLS?
Answer: The DMAS memo dated 09/16/2011 is available online at <http://www.dbhds.virginia.gov/ODS-UsefullInformation.htm#IDOLS> or on the DMAS website under Medicaid Memos.
2. Does IDOLS send e-mail notifications to Support Coordinators and providers when a request is approved?
Answer: Preauthorization operates in a different part of the system. Emails cannot be generated in CRM. Support Coordinators and providers will need to check IDOLS to see the status of any request. No e-mail regarding service authorization action (approve, pend, denial, reject) will be sent by ODS. Automatic e-mails are only generated between the Support Coordinator and the Provider when sending request.
3. Does IDOLS auto generate an e-mail to the Provider 10 days prior to expiration of the 60 day assessment period?
Answer: The system does not prompt the provider to submit request.
4. Are copies of approved ISARs still required in the record?
Answer: All previously approved paper ISARs must be maintained in the record. The new request created in IDOLS will be electronic and will remain permanently in the system. However, electronic copies can be printed for any processed request.
5. Will a new request have to be submitted at the end of the 60 day if nothing has changed?
Answer: There are situations in which a new service request will need to be submitted, just as is done now. In some instances, Preauthorization may approve a 60-day service request as ongoing depending upon the request. The service authorization end date will be an indicator of the actual end date entered. Notes may be included on the approved request regarding the approval period.
6. Is an end date required for all requests? Specifically, for those that roll over year to year like Residential or the annually renewed services like Therapeutic Consultation?
Answer: Service Authorization requests require an ISP end date. Preauthorization only enters service authorization end dates. This date is determined by the service. Some services will be entered as ongoing and others will be entered with end dates. The requested end date could be the ISP end date, the

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termination date or an actual requested end date. When authorized as ongoing, the Service Authorization end date will be blank in IDOLS.

7. What day is the request effective, the date it goes to the CSB or the date it goes arrives with Preauthorization?
Answer: The effective date can be the date a request is sent to ODS or a later date. Providers need to submit service authorization requests to the SC/CM 30 days in advance of the requested start date whenever possible as recommended in the regulations.
8. Will preauthorization numbers appear on an approved request?
Answer: Preauthorization numbers will be listed on the approved request in IDOLS and via the DMAS electronic and mail generated systems.
9. Can a request be cancelled before it is submitted to PA?
Answer: Yes, the service request can be deleted by the CSB in the "Awaiting CSB Approval" view a request before submission.
10. What alerts/actions require the SC/CM and or the provider to check the IDOLS System?
Answer: All Service request and actions.
11. What actions are initiated by the SC/CM and what actions are initiated by the provider?
Answer: All new requests are initiated and assigned to providers by the SC/CM. All modifications and terminations are initiated by the provider. (The SC/CM has the ability to initiate a modification, termination and reopen an approved request for the provider, but these are exceptions).
12. How many staff members can be assigned to each Delta role?
Answer: An agency may have as many staff in the three Delta roles as needed. It is suggested that there are at least two people in every role, one primary and one back up.
13. Where are the approved requests stored in IDOLS?
Answer: Approved requests are located under "Approved by ODS". Previously approved ISARs are in the system, but only from the date of July 2010 forward.
14. Can previously approved ISARS be put into IDOLS?
Answer: No, if prior to July 2010. The SC/SM must assign and open the request to the provider to change a previously approved request not seen in IDOLS. The provider should indicate to the SC/CM the previously approved preauthorization number and the date of termination for this older request.
15. If the current imported information in IDOLS is found to be incorrect in the system, what needs to be done to correct them and who does it?
Answer: Corrections for end dates only are to be submitted by the provider to Vivian Stevenson by fax: (804) 786-8626.
16. How long does information stay in "holding" for request in IDOLS?
Answer: Requests will stay in the "Awaiting Provider Completion" list until action is taken. In cases of pended requests, the submission window will expire after 30 days and the provider will need to submit a new request. If at any time a Provider feels justified in requesting an earlier start date, the Provider and the SC/CM should submit justification for the date and a request should be made for a re-review/reconsideration.
17. Who resets passwords?
Answer: The Agency's Security Officer resets passwords and handles any lockouts internally. The exception is smaller providers who cannot reset their own passwords. In these instances, DBHDS DELTA help line staff will reset for those providers. (TIP: when assigned a temporary password copy/paste into the screen to avoid errors).
18. How often do you have to reset your password?
Answer: Passwords have to be reset 90 days. There will be a two week notice to change the password which will appear after you log into DELTA.
19. What steps should be taken in IDOLS when an individual leaves all waiver services?

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Answer: The provider(s) must submit request to end each service separately, and the SC must release the slot in the enrollment record. The record then closes and the individual is placed in the inactive status.